

Due to the interactive nature of the Workplace Relations Complaint Form and the Labour Court Appeals Form, users of Google Chrome or Mozilla Firefox may experience problems downloading or completing it correctly. These problems are caused by the fact that, by default, both of the above-mentioned browsers use their own in-built PDF readers rather than Adobe Reader.

To resolve such problems and successfully access the form you must follow the relevant instructions below:

If you use Google Chrome –

- Enter **chrome:plugins** in the address bar
- underneath the entry for '*Chrome PDF Viewer*' click **Disable**
- underneath the entry for '*Adobe Reader*' click **Enable**
(Note: if Adobe Reader is not installed, you will need to download it from the Adobe website – <http://get.adobe.com/reader/>)
- Try downloading the file again – it should now open in Adobe Reader

If you use Mozilla Firefox –

- On the main menu choose 'Tools' and 'Options'
- Select the 'Applications' tab
- Enter 'PDF' in the search bar
- For the Content Type 'Portable Document Format (PDF)' set the Action to 'Use Adobe Reader (default)'
- Click OK
- Restart the Browser
- Try re-opening the file – it should now open correctly within Adobe Reader

Users of other browsers who experience similar problems should right-click the Complaint Form (or Appeals Form) link, save the file to a location on their PC and then open it from that location, rather than attempting to open the file within the browser.

See the following Help link on the Adobe Website –

<http://helpx.adobe.com/livecycle/kb/xf-forms-firefox-chrome.html>